



CALIFORNIA'S SMART GRID

Smart Grid Symposium

Speaker Profile

Ed Fong, Director of Residential Services San Diego Gas & Electric and Southern California Gas Company

Mr. Fong is currently the Director of Residential Services for San Diego Gas & Electric and Southern California Gas Company. He is responsible for directing, managing and planning various customer services projects and analyses that pertain to enterprise, integrated and comprehensive strategies for customer services, including customer experience management strategies, rate strategies and other key strategic initiatives. Prior to assuming his current position Mr. Fong was Director of Customer Operations from 2005-07, Director of AMI Regulatory Policy & Strategy from 2004-05, Director of Measurement & Meter Reading from 2002-04, Director of Customer Services Solutions from 2000-02, and Director of Revenue Cycle Services for from 1998-2000. Mr. Fong has directed and managed measurement, meter reading, billing, call center, branch office, credit and collections, customer services staff, direct access services and other customer services operations at SDG&E.

Prior to joining SDG&E in 1998, Mr. Fong held various director level management positions with the Southern California Gas Company in Human Resources, Organizational Development, Customer Contact, Customer Services Operations Staff, Information Technology, Operations Research and Planning.

Mr. Fong has testified before the California Public Utilities Commission on numerous occasions covering a variety of topics ranging from rates, demand response, advanced metering infrastructure, cost of service, measurement and meter reading to billing systems implementation.

Mr. Fong is a graduate of University of California, San Diego with undergraduate and graduate degrees in Economics.

